

High Point Parks & Recreation

Refund Policies



Rental Refund Policy (Applies to Shelters, Fields, Facility, and Campground Rentals)

If a customer cancels a reservation at least 14 days or more prior to the rental date, a full refund will be issued. If a customer cancels less than 14 days prior to the rental date there will be no refund unless approved by the Director of Parks & Recreation. A full refund is given if High Point Parks & Recreation Department cancels a facility rental. All cancellations and requests for refunds must be in writing or can be submitted by email.

Rainout Refunds

A rainout is defined as a shelter cancellation due to inclement weather. The customer will need to wait until the day of their event to contact Parks & Recreation staff to cancel because of rain.

- If the reservation is at a community park on a weekend, the customer should leave a voicemail at 336-883-3469.
- If the event is scheduled at Oak Hollow Park, Festival Park, North Overlook or Sailboat Point, customers should call 336-883-3494.
- If the event is scheduled at High Point City Lake, customers should call 336-883-3498.

The customer can receive a refund or reschedule for another date at the time of cancellation. We are not allowed to carry a credit on a customer's account for more than two weeks. If the customer has not called back to reschedule by two weeks after the original reserved date, we will process a refund. If the renter uses the shelter at any time during their rental, they will forfeit this rainout refund.

Program Refunds

A full refund will be issued if High Point Parks & Recreation Department cancels a program. Refunds requested by customers must be in writing or can be submitted by email. Refunds will be issued on a case-by-case basis. There may be specific cancellation policies that vary by program. This information must be included in registration materials.

Unless noted otherwise, if a program has not begun and no costs have been expended for the participant (i.e. t-shirt, trophy, etc.) a full refund may be issued. If expenses have occurred for the participant, the refund will be the cost of the program, minus any expenses that have occurred. If a customer has participated in more than half of the program, no refund will be issued.